XCELERATE TRAINING INSTITUTE

your learning & development partner

COMMUNICATION & WRITING SKILLS

Assertive Communication Skills

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
12 – 16 Apr 2027	Live online	Online (live)	€1,200
18 – 22 Oct 2027	Live online	Online (live)	€1,200
15 – 19 Nov 2027	Berlin	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/assertive-communication-skills/

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Assertive Communication Skills

Introduction

Introduction

What's the one essential communication skill that is equally useful in a social setting as much as it is in an official environment? – That's right, it is the ability to strike the right balance of positive and result-orientation in communication.

At Xcelerate Training Institue, we call this balance the 'Art of Assertive Conversation'. This art forms the foundation of all collaborative communication. Assertiveness in communication stems from assertiveness in behavior, and therefore this seemingly understandable skill is far deeper rooted than it might appear.

The success of assertive communication lies in an individual's ability to fully imbibe assertiveness in their mindset first. Assertiveness is often viewed as rude or stern. However, it is aggressive or passive communication styles that bring out misleading outcomes in communication.

The business of the 21st century is one that appreciates and rewards assertive, authentic and positive relationships established through sincere communication. Therefore, we at Xcelerate Training Institute take a special interest in making sure that our delegates learn to synchronize all aspects of their communication to reflect a genuine message.

Our highly experienced and proficient facilitators will provide personalized and real-time feedback to each participant, assisting a meaningful growth in their development.

Our Assertive Communication Training Course has helped several executives, managers, government employees and business owners acquire a paradigm shift in their mindset, thus allowing a breakthrough from their redundant communication exhibit.

Our post-training analysis records a display of positive assertive communication in all our participants, empowering them to embrace a higher level of success every day.

This Xcelerate Training Institute course will thus empower you to become an expert in communication. Through this course, you will be able to apply advanced communication techniques and also role-model this ability to mentor others by example.

Learning Objectives

The main objective of this course is to empower professionals with—

- the ability to reach a higher level of competence in assertive communication
- real-time feedback on their spoken communication aligned with assertiveness in 21st-century communication
- the ability to recognize language and vocal aspects that do not align with assertive communication
- capability to correct these errors and self-improvise

- understanding of the requisites of an assertive (positive and collaborative) communicator
- ability to express ideas assertively on any subject
- the skill to initiate conversations, offer feedback, respond to criticism and compliment people assertively
- understanding of the potential of assertive listening, questioning and acknowledging the other

Training Methodology

Xcelerate Training Institute Solutions purposes training courses to cater to our training audience and their unique professional background and experience. Classroom sessions with presentations by a highly experienced facilitator form a major part of our training programs. We inspire trainee participation through group discussions, role-plays, group activities, evaluations and more.

Trainees are also entreated to share their experiences, concerns, apprehensions and best practices from their respective organizations, which are facilitated by the trainer to enhance learning for the entire participant group.

Xcelerate Training Solutions' follows its unique training methodology of Do–Review–Learn–Apply Model.

Benefits For Your Organization

Organizations whose professionals undertake this course will benefit in many ways as follows:

- Individuals become excellent at assertive communication and their skills will reflect positively for your business
- More calibration in collaborative communication, aligned with the brand values of your organization
- Greater respect for the individual, the organization and brand value
- Increased demand for the goods and services your organization offers in diverse markets
- The decrease in conflicts over instructions and ambiguous communication
- Market credibility increase owing to stakeholder recommendations
- Improved individual performance owing to the higher understanding and exhibiting of assertiveness in communication and a positive sense of esteem for the organization
- Better dispute management, owing to a keen awareness of human behavior
- Lower attrition as individuals participating will feel invested in, listened to, valued and motivated

Benefits For You

Professionals attending this course will benefit at an in-depth level in the following ways:

- A clear understanding of the role of assertive communication in professional interactions
- An increased awareness of one's ability to understand human behaviors and their effect and impact on communication styles
- Access to videos and practice sessions exclusively owned and run by Xcelerate Training Solutions
- Ability to identify one's area of opportunity to recognize and correct common mistakes in 'what' is said and 'how' they say it
- Understanding the impact of not being assertive

- A sense of accomplishment contributing to a steady application of assertive communication techniques
- Overall improvement in individual performance and relationships, owing to increased competency in communication
- The ability to role-model assertive communication in the organisation for subordinates to observe and imitate
- Ability to employ assertiveness and positive body language to show-case a standard of excellence

Target Audience

- Presidents, Vice-presidents and Senior Management who are looking to increase their knowledge and skill in Assertive Communication
- Managers, Secretaries and Team Leaders across industries
- Administration executives responsible for communicating to different sectors of the business
- Executives who need assertive communication skills
- Trainers, teaching staff, educators and administrators responsible for interacting with students and faculty
- Executives and Leaders responsible for employee engagement, performance and organisational development
- Government officials responsible for communication and administration in government sectors
- Hospital staff, support staff in volunteer camps and faculty communicating with external stakeholders
- Any other professional who would like to improve their ability to communicate assertively

Course Outline

The course will cover the following areas that are imperative in understanding the importance of Assertive Communication Skills and increasing the participants' ability to practice Assertiveness effectively.

Communication in the 21st Century

- Communication in the 21st Century
- Role of an Effective Communicator
- Good vs Bad Communication
- Impact of a Biased Communication
- Assess your Communication Style

Behaviors & Communication Styles

- Role of Behaviors in Communication
- Passive Communication
- Aggressive Communication
- Assertiveness in Communication
- Choose your Communication Style
- Practice (Role-plays) & Feedback

Why Assertive Communication?

- What is Assertiveness?
- Merits of Assertive Communication

- Risks of Assertive Communication
- Saying NO Assertively
- Practice and Feedback

Becoming an Assertive Communicator

- Achieving a Balance
- Win-Win
- Word Choice
- Positive Language
- Applying Assertiveness in Tone
- Practice Activities & Feedback

Assertive Body Language

- Introduction to Visual Communication
- First Impressions
- Body Language in a Virtual Set-up
- Posture and Poise
- Self-Assessment

Assertive Listening

- Introduction to Listening
- What is Empathetic Listening?
- Tips to Become an Assertive Listener
- Barriers to Effective Listening
- Interruptions and Pauses
- Practice Exercises & Feedback

Elements of Assertiveness

- The Power of Confidence
- Delivering a Clear Message
- Empathy and Acknowledgement
- Worksheets and Practice

Assertiveness at the Workplace

- Assertiveness and Problem Solving
- Expressing an Opinion
- Criticism and Compliments
- Assertiveness and Productivity
- Managing Upwards
- Summary & Feedback

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Registration Form

Assertive Communication Skills

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Email this form
info@x8ti.com

Register online
Open the course page